

**STATE OF MARYLAND  
DEPARTMENT OF BUDGET AND MANAGEMENT  
OFFICE OF PERSONNEL SERVICES AND BENEFITS  
301 West Preston Street  
Baltimore, Maryland 21201**

**POSITION DESCRIPTION**

Review instructions prior to completion.

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**PART I. IDENTIFYING POSITION INFORMATION**

Items 1-6 to be completed by Agency Personnel Office.

1. PIN 718558	2. Class Code/Grade 1376/8
3. Service Skilled	4. Is this position designated as a Special Appointment? No
5. Overtime Status Yes	6. Agency Appropriation Code 32.06.02.049.609.062

Items 7-13 to be completed by the supervisor.

7. Current Employee's Name, if applicable: Maria E. Angelo
8. Class Title: Office Services Clerk  
Working Title, if different: \_\_\_\_\_
9. Department or Agency Name: Harford County Health Department  
Division, Unit or Section: Infants and Toddlers Program
10. Work Location/Address: 100 Thomas Run Road, Bel Air, Maryland
11. Name of Immediate Supervisor: Patricia Jones/Patricia Balducci  
Title of Immediate Supervisor: Program Director/Health Services Director
12. Work Schedule (check all that apply):  
 X  Permanent Day Shift      \_\_\_\_\_ Rotating Shift  
\_\_\_\_\_ Permanent Evening Shift       X  Full Time  
\_\_\_\_\_ Permanent Night Shift      \_\_\_\_\_ Part Time  
\_\_\_\_\_ Other (explain)
13. If applicable, how long has the current employee been performing the duties listed below?  
5 years

## PART II. POSITION FUNCTIONS

Items 1-7 (If additional space is required, attach a separate sheet).

1. **MAIN PURPOSE OF THE JOB:** Briefly describe the main purpose of this position and how it relates to the mission of the agency.

The main purpose of the position is to perform clerical duties which support the operations of the Infants and Toddlers Program, including telephone coverage, taking referrals, scheduling appointments, procuring supplies and materials, and filing for Program Personnel.

2. **ESSENTIAL JOB FUNCTIONS AND OTHER ASSIGNED DUTIES** - List duty and responsibility statements that identify the essential job functions and other assigned duties. Essential job functions are the fundamental job duties of a position that if not performed will alter the job (identify essential job functions by highlighting, underlining, etc.).

% of Time and/or Weight of Importance	Job Duty
35%	1. Serve as receptionist for the Program office, greet guests to the Program, and provide telephone coverage. Perform other duties as assigned.
22%	2. Maintain schedules of early intervention personnel; maintain contact as necessary with staff throughout the day regarding appointments, cancellations, emergencies, etc. Update and maintain files, schedules, rosters, and records for Program administrative and service delivery personnel. Maintain staff attendance/absences/schedules. Record and maintain minutes for staff meetings. Maintain testing folders, transition folders, special program folders and all other early intervention forms needed by the Program. Check new referral medical assistance numbers for eligibility status and check all medical assistance numbers 1x a month for eligibility status.
31%	3. Take referrals for the Program from primary referral sources. Schedule appointments for in-office audiological evaluations, developmental and speech/ language evaluations. Confirm daily evaluation appointments for Special Education Teachers, Speech Therapists, Social Workers, and Audiologist daily to maximize Program efficiency and decrease "no show" appointments.
6%	4. Relate knowledge of agency policies and procedures to clients and staff inquiries regarding information on records and procedures. Provide child record information as required from subpoenas and other outside agencies.
6%	5. Procure supplies and materials for the Program through the Harford County Health Department and Harford County Public Schools requiring knowledge of procurement process for each agency. Record and maintain expenditures.
	6. Emergency Response/Bioterrorism Events. Respond to emergencies when requested by the Health Officer or designee as required.

3. **LEVEL, FREQUENCY AND PURPOSE OF WORK CONTACTS:** List the contacts that this position has with individuals within the division, agency and department as well as other State agencies, other government agencies, private companies, clients, customers, vendors and the general public. These contacts may be in person, in writing or by telephone. Indicate how often the contact occurs. State the purpose of each contact, for example, to provide information, to explain procedures or decisions, to persuade or negotiate.

Daily contact with clients and the general public to provide information, complete referral/intakes, and schedule appointments.

Daily contact with Infants and Toddlers Staff regarding daily schedules, appointment cancellations, and rescheduling, service provision issues.

Daily contact with Harford County Special Education staff regarding collaborative efforts in service provision.

Weekly contact with administrative staff from Harford County Health Department, Harford County Public Schools, and medical assistance eligibility verification system regarding various administrative issues.

4. **DECISIONS AND RECOMMENDATIONS:** List the decisions and recommendations that this position makes which are necessary to carry out essential job functions. State to whom recommendations are made.

This position is responsible for responding to telephone calls, determining how to route the call, how and when to respond to the caller's inquiry and determining what follow-up is necessary.

This position is responsible for maintaining the evaluation and assessment schedule, making adjustments to the schedule as necessary to meet client needs, assuring staff are informed and have the materials they need to conduct evaluation and assessment activities.

This position has decision making responsibilities for contacting staff throughout the day for inquiries, cancellations, and/or questions regarding intervention services.

This position is responsible for the interagency and postal service mail entering and leaving the Program. Decisions include appropriate distribution of notices relevant to all staff, maintaining confidentiality of sensitive correspondence, most efficient way to send mail out of the office.

5. **EQUIPMENT USED:** List equipment, machinery and tools used to complete the job, e.g., personal computer, calculator, typewriter, hand tools, measuring devices and lab equipment.

This position requires the use of a personal computer, calculator, typewriter, copier, fax machine, and multi-function telephone system.

6. **NATURE OF SUPERVISION RECEIVED:** Check the type of supervision that is given to this position. See Instructions Part II, Item 6 for definition of terms.

☐ Close Supervision  
☒ Moderate Supervision  
☐ General Supervision  
☐ Managerial Supervision

7. **WORKING CONDITIONS** (check all that apply):

☐ Work involves exposure to uncomfortable or unpleasant surroundings (explain).

☐ Work involves exposure to hazardous conditions which may result in injury (explain).

☐ Work involves special physical demands such as lifting 50 pounds or more, climbing ladders, etc. (explain).

☐ Work requires the use of protective equipment such as goggles, gloves, mask, etc. (explain).

<b>PART III. RESPONSIBILITY FOR THE WORK OF OTHERS</b>
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This section should be completed if this position is responsible for the work of others, this includes full and part-time permanent employees, contractual or emergency employees, volunteers, reimbursable or loaned employees. If additional space is required, attach a separate sheet.

**NATURE AND LEVEL OF RESPONSIBILITY FOR WORK OF OTHERS:**

A supervisor assigns and reviews the work of others, trains employees, recommends the selection, promotion and termination of employees, approves leave and assigns time cards, signs annual performance evaluations, determines and resolves procedural problems within the unit, serves as spokesperson for subordinates, explains policies and directives from management and issues formal disciplinary reminders, warnings and reprimands.

A lead worker assigns and reviews the work of others, instructs and motivates workers, is available for immediate assistance or review and performs the work of the classification.

- a.) Does this position supervise employees? Yes \_\_\_\_\_ No X
- b.) Does this position lead employees? Yes \_\_\_\_\_ No X

If yes, to a or b, list the names and classifications of the employees that this position supervises or leads.

- c.) Check the ways that this position supervises or leads these employees (check all that apply).

- \_\_\_\_\_ Assign and review work
- \_\_\_\_\_ Approve leave, sign time cards
- \_\_\_\_\_ Sign annual performance ratings
- \_\_\_\_\_ Interview and select new employees
- \_\_\_\_\_ Train employees
- \_\_\_\_\_ Discipline employees (counsel, recommend suspension & termination)

- d.) Do any of the employees supervised have supervisory responsibility? If so, list them and the names and classifications of those they supervise or attach an approved organization chart.

<b>PART IV. PERFORMANCE STANDARDS</b>
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**PERFORMANCE STANDARDS** - For each essential job function described in Part II, list the standard(s) necessary for satisfactory performance. If additional space is required, attach a separate sheet.

1. Maintain efficient day-to-day operation of reception area of office, including greeting the public in a cordial manner, answering and responding to needs of staff efficiently.
2. Assure staff working outside of the office during the day receives messages regarding appointments, cancellations, and emergencies.
3. Demonstrate knowledge of Federal and State laws, policies and procedures related to the Program for information and referral requests from clients and community.
4. Demonstrate knowledge of policies and procedures regarding scheduling appointments with families for evaluation and assessment.
5. Demonstrate knowledge of policies and procedures regarding information on records and procedural questions to respond to client and staff inquiries.
6. Demonstrate knowledge of policies and procedures regarding scheduling appointments with clients for parent training.
7. Demonstrate knowledge of procuring supplies and materials.
8. Demonstrate knowledge of filing system for Program to assure records are maintained according to State and Federal guidelines.
9. Demonstrate knowledge of office operations.
10. Demonstrates knowledge of phone system to access medical assistance verification.
11. Attend staff meetings and record/maintain minutes.

PART V. SIGNATURES
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The following signatures indicate acknowledgment by the employee of the information on this form, when applicable, and approval by the supervisor and appointing authority.

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Employee's Signature

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Date

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Supervisor's Signature

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Date

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Appointing Authority or Designee

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Date

Form MS-22  
Revised 02/22/08